EXHIBIT 12

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> **Lug nut warranty**

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08-09-2016, 06:26 PM #1

Dutchmanxtr
Senior Member
Thread Starter

Join Date: Mar 2015
Location: Alberta
Posts: 100
Thanks: 3
Thanked 14 Times in 13 Posts

Lug nut warranty

I need your opinion.
I have a 2012 that only gets serviced at the dealer. Every 8000 km it gets an oil change and along with that they rotate the tires. I have an extended warranty and the premium service package, until 2018, so it's nice not to worry about anything breaking.
So here's my dilemma. The other day I had to remove a tire but could not get the socket on the wheel lug. The OEM tire iron wouldn't work either. The lug nuts were all swollen, rounded off, etc. With some help, ended up beating the iron on each nut to remove. This left me stranded on the road and if not for some auto background, I would have been hooped.
Dropped by the dealer, and they tell me when the lug nuts get oversized, they just use an oversized socket to tighten them down. The guy comes out with his wrench and two sockets. When the 21mm doesn't fit, I use this bigger one. They know the nuts are no good but re-install them anyways. Why not replace them, or at the least tell the customer?
I understand these nuts are garbage, but why would the dealer do that? Most people would be stranded because their tire iron would no longer fit.
I feel it's their BS work ethic and demand new wheel nuts. Am I wrong? What would you do?

OFF | QUOTE

08-09-2016, 06:30 PM #2

djfllmn
ford dealer parts guy
iTrader: (1)

Join Date: Jun 2012
Posts: 11,757
Thanks: 20
Thanked 465 Times in 380 Posts

Quote:

> Originally Posted by **Dutchmanxtr**
> *I need your opinion. I have a 2012 that only gets serviced at the dealer. Every 8000 km it gets an oil change and along with that they rotate the tires. I have an extended warranty and the premium service package, until 2018, so it's nice not to worry about anything breaking. So here's my dilemma. The other day I had to remove a tire but could not get the socket on the wheel lug. The OEM tire iron wouldn't work either. The lug nuts were all swollen, rounded off, etc. With some help, ended up beating the iron on each nut to remove. This left me stranded on the road and if not for some auto background, I would have been hooped. Dropped by the dealer, and they tell me when the lug nuts get oversized, they just use an oversized socket to tighten them down. The guy comes out with his wrench and two sockets. When the 21mm doesn't fit, I use this bigger one. They know the nuts are no good but re-install them anyways. Why not replace them, or at the least tell the customer? I understand these nuts are garbage, but why would the dealer do that?*

> *Most people would be stranded because their tire iron would no longer fit. I feel it's their BS work ethic and demand new wheel nuts. Am I wrong? What would you do?*

yes they are junk but no there really isn't anything you can do. Lug nuts are only covered under base new vehicle warranty. It's mainly because that dealer didn't care.

OFF QUOTE

08-09-2016, 08:07 PM #3

ChrisNYC
Junior Member

Join Date: Jul 2016
Posts: 29
Thanks: 1
Thanked 10 Times in 8 Posts

Had the same issue with my 2011. The OEM lug nuts on my truck were 2 piece, an undersized nut covered with a chromed "cap". Over time the caps got janged up and the lug wrench no longer fit correctly.

For $32 I replaced all of them with these. No longer a problem.

https://www.amazon.com/gp/product/B0...?ie=UTF8&psc=1

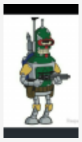
Ford should really step up and use a better quality nut if they haven't already done so.

OFF QUOTE

The Following User Says Thank You to ChrisNYC For This Useful Post: diegoo.jayjay (08-10-2016)

08-09-2016, 09:16 PM #4

Tothemax
King Hater



Join Date: Dec 2013
Location: MONTANA
Posts: 5,600
Thanks: 193
Thanked 719 Times in 532 Posts

Most people dont change their own tires these days. They would never even know there was an issue.

ON QUOTE

08-09-2016, 10:19 PM #5

2014fiveoh
Senior Member

Join Date: Feb 2015
Posts: 161
Thanks: 2
Thanked 10 Times in 10 Posts

Hmm I haven't had any issues with mine yet. Hope that doesn't change.

OFF QUOTE

08-09-2016, 11:23 PM #6

DavidKR
wait. what?

Join Date: Apr 2012
Location: Denver, CO
Posts: 2,693
Thanks: 41
Thanked 262 Times in 213 Posts

it's not that the dealer doesn't care, it's that it always happens. it's not the dealer's fault that they're a poor design, and most people will lose their **** when you tell them they need 24 new lug nuts at 8 bucks a pop so they probably choose to keep it to themselves thinking they'll probably be the only ones that have to deal with them anyway.

OFF QUOTE

08-10-2016, 12:29 AM #7

jkenprice1
WindowGuy

Join Date: Dec 2012
Location: Indianapolis
Posts: 991
Thanks: 9
Thanked 83 Times in 79 Posts

OFF

I had an 05 with 265,000 miles. I always had ny tires rotated at Dicount Tire. Never had a problem with the lugnuts. Bought a new 13. Second time I had it serviced at the dealer, they messed them up. The service tech didn't use a deepwell socket and rounded all the nuts. I won't let the dealer take the wheels off anymore.

QUOTE

The Following User Says Thank You to jkenprice1 For This Useful Post: Rockjock3 (08-10-2016)

08-10-2016, 08:45 AM #8

dac12046
Senior Member

Join Date: Jul 2010
Posts: 698
Thanks: 1
Thanked 25 Times in 22 Posts

OFF

Yeah my lug nuts swelled too dealer replaced them at NY cost lol had about 75,000 miles when they got swapped

QUOTE

08-10-2016, 10:56 AM #9

CHICKS
Senior Member

Join Date: Jul 2012
Posts: 248
Thanks: 119
Thanked 38 Times in 35 Posts

ON

Crazy funny... my story mirrors yours almost to a tee..

I wanted black lugs so I went with these, they have a wide selection & are priced well..

http://www.brandsport.com/grla-91108xlbc.html

QUOTE

The Following User Says Thank You to CHICKS For This Useful Post: flamehead16 (08-10-2016)

08-10-2016, 11:11 AM #10

diegoo.jayjay
Senior Member

Join Date: Dec 2013
Location: Acton, California
Posts: 425
Thanks: 56
Thanked 35 Times in 31 Posts

OFF

Quote:

> Originally Posted by **ChrisNYC**
> *Had the same issue with my 2011. The OEM lug nuts on my truck were 2 piece, an undersized nut covered with a chromed "cap". Over time the caps got janged up and the lug wrench no longer fit correctly.*
>
> *For $32 I replaced all of them with these. No longer a problem.*
>
> *https://www.amazon.com/gp/product/B0...?ie=UTF8&psc=1*
>
> *Ford should really step up and use a better quality nut if they haven't already done so.*

These are great!

QUOTE

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08-10-2016, 04:08 PM #11

Steve 39
Junior Member
5 YEARS

Join Date: Nov 2010
Posts: 27
Thanks: 1
Thanked 3 Times in 2 Posts

Quote:
> Originally Posted by **diegoo.jayjay**
> *These are great!*

Were these on factory wheels?

QUOTE

08-10-2016, 04:43 PM #12

joedotmac
Senior Member

Join Date: Apr 2013
Posts: 552
Thanks: 196
Thanked 87 Times in 71 Posts

Save yourself the angst and heartache. Buy yourself a good pair of aftermarket lugs. You could fight and wrangle with the dealer and Ford. Even if you win you'll end up with the same crappy OEM lugs, that will do the same thing again. We have many bigger challenges in life, pick your battles wisely.

QUOTE

08-10-2016, 05:18 PM #13

Platinum T.C.
Platinum R.R.
F150 SUPPORTER

Join Date: Sep 2014
Location: Littleton, Colorado
Posts: 483
Thanks: 24
Thanked 62 Times in 49 Posts

I have to agree,
Most people don't change tires unless they have too.
You are better off buying the Lugs you want. They can't cost that much for piece of mind.
My 2012 had the Two piece Lug Nuts but I never had a problem.
Good Luck with this one?

QUOTE

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08-10-2016, 08:15 PM #14

johnday
Under a rock or log

Join Date: Jun 2014
Location: Barton City Michigan
Posts: 4,716
Thanks: 1,067
Thanked 502 Times in 467 Posts

Just replaced mine, with these https://www.amazon.com/gp/product/B0...?ie=UTF8&psc=1 , about a month ago. When I had the Raptor wheels and BFGs installed at a Belle tire, no one mentioned the OEM nuts being swollen. Shortly thereafter, I had the truck at my dealer for the Works Package. The mechanic told me the problem. So, I checked out the parts counter. The parts guy told me I'd be better off with aftermarket. Did I ever mention, I've got a damn good dealer?

QUOTE

08-10-2016, 09:59 PM #15

Dutchmanxtr
Senior Member
Thread Starter

Join Date: Mar 2015
Location: Alberta
Posts: 100
Thanks: 3
Thanked 14 Times in 13 Posts

I agree with you guys and don't have an issue spending a few bucks for better lug nuts. I really don't care if they replace them.
What pee's me off, is the dealer is the one who ruined them. Then they reinstall them with a bigger socket, hiding the problem. Turns out the front tire lug nuts are all crap. The back ones are ok. The tech told me that he uses all the good nuts first and then uses that crappy ones last. That way he doesn't have to keep changing sockets. Oh well, so much for good service. It's been a few days now, so I'm over it.
Thanks for posting a few diff options for the aftermarkets.

QUOTE

08-10-2016, 10:52 PM #16

Spiky
Senior Member

Join Date: Jul 2015
Location: Minneapolis
Posts: 1,197
Thanks: 31
Thanked 156 Times in 132 Posts

Quote:

> Originally Posted by **johnday**
> *Just replaced mine, with these https://www.amazon.com/gp/product/B0...?ie=UTF8&psc=1 , about a month ago. When I had the Raptor wheels and BFGs installed at a Belle tire, no one mentioned the OEM nuts being swollen. Shortly thereafter, I had the truck at my dealer for the Works Package. The mechanic told me the problem. So, I checked out the parts counter. The parts guy told me I'd be better off with aftermarket. Did I ever mention, I've got a damn good dealer?*

Funny, those claim to be one brand, but say Gorilla in the pic. With Ford wheels, these are the only ones you want, they are wide enough, others aren't.

QUOTE

08-11-2016, 03:19 AM #17

diegoo.jayjay
Senior Member

Join Date: Dec 2013
Location: Acton, California
Posts: 425
Thanks: 56
Thanked 35 Times in 31 Posts

Quote:

> Originally Posted by **Steve 39**
> *Were these on factory wheels?*

Yup the chrome lariat 20s

QUOTE

08-11-2016, 03:34 AM #18

johnday
Under a rock or log

Quote:

> Originally Posted by **Spiky**
> *Funny, those claim to be one brand, but say Gorilla in the pic. With Ford wheels, these are the only ones you want, they are wide enough, others aren't.*

DP is the vendor, the nuts say Gorilla on them. Read down on the ad.

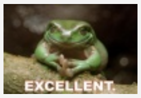
Join Date: Jun 2014
Location: Barton City Michigan
Posts: 4,716
Thanks: 1,067
Thanked 502 Times in 467 Posts

ON

QUOTE

08-12-2016, 12:13 PM #19

Boostking
Senior Member



Join Date: May 2015
Location: Central Florida
Posts: 458
Thanks: 21
Thanked 88 Times in 75 Posts

OFF

I ordered these. Putting them on tonight.
https://www.amazon.com/gp/product/B0...?ie=UTF8&psc=1

QUOTE

08-12-2016, 08:05 PM #20

Fireman2789
Senior Member

Join Date: Sep 2015
Location: Orange County, NY
Posts: 137
Thanks: 1
Thanked 3 Times in 3 Posts

OFF

Quote:

> Originally Posted by **ChrisNYC**
> *Had the same issue with my 2011. The OEM lug nuts on my truck were 2 piece, an undersized nut covered with a chromed "cap". Over time the caps got janged up and the lug wrench no longer fit correctly. For $32 I replaced all of them with these. No longer a problem. https://www.amazon.com/gp/product/B0...?ie=UTF8&psc=1 Ford should really step up and use a better quality nut if they haven't already done so.*

will these lugs be a definite fit for my 2012 fx4 with stock 20' wheels

QUOTE

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08-12-2016, 08:07 PM #21

Fireman2789
Senior Member

Join Date: Sep 2015
Location: Orange County, NY
Posts: 137
Thanks: 1
Thanked 3 Times in 3 Posts

My lug nuts are shot and I need to get rid of the nasty wheel lock that makes my wheels look terrible

QUOTE

08-13-2016, 02:40 PM #22

Spiky
Senior Member

Join Date: Jul 2015
Location: Minneapolis
Posts: 1,197
Thanks: 31
Thanked 156 Times in 132 Posts

Probably not well. Gorilla or Ford are safer. The Ford wheels have large holes. And only the Gorilla model posted above, chrome or black.

Boostking, how is the fit for that model?

Johnday, I know, but it's a poor job by them. I like pointing out crap ads. Wait, that's redundant...I like pointing out extra crappy ads. 😁

QUOTE

08-13-2016, 04:09 PM #23

johnday
Under a rock or log
F150 SUPPORTER

Quote:

> Originally Posted by **Spiky**
>
> *Johnday, I know, but it's a poor job by them. I like pointing out crap ads. Wait, that's redundant...I like pointing out extra crappy ads.* 😁

Ya, it is really.

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Join Date: Jun 2014
Location: Barton City Michigan
Posts: 4,716
Thanks: 1,067
Thanked 502 Times in 467 Posts

ON

QUOTE

08-13-2016, 08:49 PM #24

Fireman2789
Senior Member

Join Date: Sep 2015
Location: Orange County, NY
Posts: 137
Thanks: 1
Thanked 3 Times in 3 Posts

OFF

24 Chrome Wheel/Lug Nuts for most Ford F-Series & Large SUVs w/ Factory Wheels https://www.amazon.com/dp/B00ZSDGVGG... A.7RxbXPPVFQQ how about these seeing as DP and gorilla are the same now

QUOTE

08-13-2016, 08:50 PM #25

Fireman2789
Senior Member

Join Date: Sep 2015
Location: Orange County, NY
Posts: 137
Thanks: 1
Thanked 3 Times in 3 Posts

OFF

Quote:

> Originally Posted by **Fireman2789**
> *24 Chrome Wheel/Lug Nuts for most Ford F-Series & Large SUVs w/ Factory Wheels https://www.amazon.com/dp/B00ZSDGVGG... A.7RxbXPPVFQQ how about these seeing as DP and gorilla are the same now*

I'm gonna assume they'll fit because there almost $100 worth of lug nuts but I need them soon

QUOTE

08-13-2016, 09:02 PM #26

johnday
Under a rock or log

F150 SUPPORTER

Join Date: Jun 2014
Location: Barton City Michigan
Posts: 4,716
Thanks: 1,067
Thanked 502 Times in 467 Posts

ON

Quote:

> Originally Posted by **Fireman2789**
> *24 Chrome Wheel/Lug Nuts for most Ford F-Series & Large SUVs w/ Factory Wheels https://www.amazon.com/dp/B00ZSDGVGG... A.7RxbXPPVFQQ how about these seeing as DP and gorilla are the same now*

Seems I've seen those before, maybe in post #14? LOL
Yepper, they work very well!!!!

QUOTE

08-14-2016, 04:52 PM #27

diegoo.jayjay
Senior Member

Join Date: Dec 2013
Location: Acton, California
Posts: 425
Thanks: 56
Thanked 35 Times in 31 Posts

OFF

Quote:

> Originally Posted by **Fireman2789**
> *I'm gonna assume they'll fit because there almost $100 worth of lug nuts but I need them soon*

They fit Im sure I have those exact ones on my Lariat Chrome wheels. Theyre just like OEM in size and shape.

QUOTE

08-16-2016, 12:47 PM #28

Fireman2789

Senior Member

Join Date: Sep 2015
Location: Orange County, NY
Posts: 137
Thanks: 1
Thanked 3 Times in 3 Posts

OFF

Quote:

> Originally Posted by **diegoo.jayjay**
> *They fit Im sure I have those exact ones on my Lariat Chrome wheels. Theyre just like OEM in size and shape.*

I figured as much I'm gonna have to get them either way mine are shot can't even barely put a socket on them when I put my tires on I had to use three different sockets

QUOTE

08-17-2016, 10:56 AM #29

68bucks

Junior Member

Join Date: Sep 2013
Location: NW Ohio
Posts: 20
Thanks: 2
Thanked 0 Times in 0 Posts

Quote:

> Originally Posted by **Fireman2789**
> *24 Chrome Wheel/Lug Nuts for most Ford F-Series & Large SUVs w/ Factory Wheels https://www.amazon.com/dp/B00ZSDGVGG..._A.7RxbXPPVFQQ how about these seeing as DP and gorilla are the same now*

OK so what's the difference between the nuts in this post and the ones here?
https://www.amazon.com/gp/product/B0...=ATVPDKIKX0DER
These are $27 a set of 16 so I need 2 sets with some left over. That's a lot less than the $95 for the other ones. What am I missing?

OFF

QUOTE

08-17-2016, 11:41 AM #30

Spiky

Senior Member

Join Date: Jul 2015
Location: Minneapolis
Posts: 1,197
Thanks: 31
Thanked 156 Times in 132 Posts

OFF

The width. The narrow ones are fine for many aftermarket wheels, less so for OEM wheels.

QUOTE

The Following User Says Thank You to Spiky For This Useful Post: 68bucks (08-17-2016)

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08-17-2016, 12:29 PM #31

berty
Beer, Boats, and Trucks.

Join Date: Oct 2015
Location: Baltimore, MD
Posts: 3,042
Thanks: 833
Thanked 568 Times in 438 Posts

Yeah you need the bulge ones. The other ones are find for steel wheels but with our stock wheels, the shoulder (or contact area) is too small for our softer aluminum alloy wheels.

The DP product bulge ones https://www.amazon.com/dp/B00ZSDGVGG... A.7RxbXPPVFQQ are the ones I got (you can actually see my review, the only one with pictures in the posting). Dont waste your time with other ones, these are top notch!

QUOTE

08-17-2016, 02:46 PM #32

Fireman2789
Senior Member

Join Date: Sep 2015
Location: Orange County, NY
Posts: 137
Thanks: 1
Thanked 3 Times in 3 Posts

Those are the ones in gonna go with

QUOTE

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